

Market Weighton Practice Newsletter

Issue 5: August 2022

Welcome to our Practice Newsletter



We're pleased to send you another edition of the Market Weighton Practice Newsletter.

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to

receive on a quarterly basis.

We will continue to let you know of any upcoming events, or ways you can get involved in Trust activities and how you can make a positive impact at your Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. You can send these to hnf-tr.communications@nhs.net.

We hope you enjoy this newsletter and look forward to the next copy in the Summer.

Iqbal Hussain, GP Lead for the Community & Primary Care Division at Humber Teaching NHS Foundation Trust

Looking at our data

Every quarter, we release what we call our GP infographics, which aim to give you an insight into the goings on at your local Practice.

The latest infographics can be found on the right hand side of this page, and relate to the three month period between April and June 2022.

We hope you find these infographics insightful.

You can also find them on the Practice website here:

<https://bit.ly/3zu2y09>

9,409
ATTENDED
APPOINTMENTS

237
DID NOT ATTEND
APPOINTMENTS

22,379
TELEPHONE CALLS
ANSWERED

102
NEW
REGISTRATIONS

11,399
PRESCRIPTIONS
ISSUED

1,351
ONLINE
CONSULTATIONS

228
HOME VISITS

9,390
TOTAL PATIENTS
REGISTERED



Volunteers join our Practice team

We currently have three patients who are working as volunteers at the Practice to support with digital transformation. You may meet the volunteers if you are in the Practice on a Monday or Friday morning.

Help us to help you

On 20 June 2022, East Riding CCG launched a new campaign 'Help Us to Help You – Get the most out of your GP Practice'.

The campaign aims to highlight some of the small things patients can do to get the most out of their GP Practice. It also outlines how patients can support their practice to relieve pressures and allow staff to deal with more enquiries.

Several local Practice Managers took part in a focus group earlier in the year, to discuss the key messages of the campaign and help develop the communications around making access easier for all.

The campaign process also included the creation of a 3-minute animation, that plays on screens throughout East Riding Practices, and which has been shortened into 9 clips to use on social media.

The campaign invites people to visit www.helpyourdoctor.co.uk, where you can find out more about the Help us to Help You campaign, and learn more information about online services.



Choose Well

Service	Symptoms
Self-care	Hangover. Grazed knee. Sore throat. Cough.
NHS 111	Unsure? Confused? Need help?
Pharmacist	Diarrhoea. Runny Nose. Painful cough. Headache.
GP (Doctor)	Unwell. Vomiting. Ear pain. Back ache.
NHS Walk-in Services	If you cannot get to the GP and it is not getting any better.
A&E or 999	Choking. Severe bleeding. Chest pain. Blacking out.

Sometimes, you may be unsure what to do when you're experiencing a medical concern.

Depending on your symptoms, your GP Practice may not be the most appropriate form of care that you need.

The Choose Well campaign is designed to help NHS patients understand the options available to them, and equip them with the information to choose the right help, at the right time.

Learn more about Choose Well in the East Riding, here:

<https://www.eastridingofyorkshireccg.nhs.uk/choose-well/>

Help us reduce wasted appointments

In June 2022, we had 98 Did Not Attend (DNA) appointments.

Please could we remind patients to help us help more people by cancelling any appointments you cannot make in advance.

You can easily cancel your appointment using one of the following options:

1. Reply to the text message you would have received with confirmation of your appointment
2. Log into [SystemOnline](#) and choose to 'cancel the appointment'.
3. Log into the [NHS App](#) and choose to 'cancel the appointment'.
4. Telephone the Practice reception on 01430 875353.

Be kind

At our Practice, we operate a Zero Tolerance Policy for harassment and abuse towards our staff.

We understand that some of you may feel that we are not working in the ways that you are used to, or would prefer, however, we are working in line with national guidance and our team are working exceptionally hard to deliver high standards of care to all our patients.

We would greatly appreciate if everyone could be mindful of this and treat our staff with kindness when working with us.



Visiting your Practice

Due to the increase in Covid-19 cases locally, as a division we have decided to reinstate mask wearing in all clinical areas and in non-clinical areas that cannot maintain a 1 metre distance.

Patients and visitors must wear masks to access our Practice locations unless medically exempt.

Receiving this newsletter

We listened to your feedback and opted to maintain a digital focus for publishing and sharing this newsletter, in order to only reach those who wish to receive it, and to minimise paper waste.

For patients who wish to receive a physical copy, you can collect one from the Practice the next time you visit, or sign up to receive a paper copy to your home address.

You can sign up for this service on our website, here: <https://marketweightonpractice.nhs.uk/news/newsletters/>

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful to you.

If you have any feedback, please feel free to email our Communications Team on

hnf-tr.communications@nhs.net